MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BLD3104 – Leadership

(All sections / Groups)

8 MARCH 2019
3:00 P.M. – 5:00 P.M.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages with **FOUR (4)** questions only.
2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL QUESTIONS

QUESTION 1

a) Successful organisations need both inspirational leaders and intelligent managers. What are the differences between leadership and management in term of the direction?

(6 marks)

b) There are a lot of things that amount to the success of an organisation, and leadership is one of the main reasons for this success. Explain how leadership can lead to organisational success.

(9 marks)

c) What is systems thinking and why leaders should practice systems thinking? Apply systems thinking on helping your company to retain its talented employees. Illustrate your answer into a flow map.

(10 marks)

(Total: 25 marks)

QUESTION 2

a) In sociology and social psychology, an in-group is a social group to which a person identifies as being a member. Give **FIVE (5)** leader behaviour toward in-group subordinates.

(10 marks)

b) Personal diversity awareness is the first step to creating a culture that embraces inclusion and enables all people to reach their potential, thereby enabling the organisation to perform at its best. List and explain the **FIVE (5)** stages of personal diversity awareness.

(15 marks)

(Total: 25 marks)

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QUESTION 3

a) Assume that you work in a bank as a manager and you have been appointed to lead a team which all the members are experienced and have the fundamental knowledge of accounts and finance. Also, most of them have been serving the bank for at least 10 years. Based on Hersey and Blanchard's situational theory, which leadership style do you think is more effective to be applied on leading the team?

(9 marks)

b) Concept of leadership is defined as a process in which a leader tries to influence his or her followers to establish and achieve a goal or goals. Give and explain **FOUR (4)** types of influential leadership.

(16 marks)

(Total: 25 marks)

QUESTION 4

a) Explain moral leadership and give any **THREE (3)** things a moral leader should do.

(8 marks)

b) Poor leadership can be due to ineffective followership. Discuss the impacts of ineffective followership. Give and explain **THREE (3)** types of ineffective follower.

(9 marks)

c) Resistance to change is one of the common issues faced by leaders in the workplace. Describe how a change can be achieved effectively by using Kotter's 8-Step Change Model.

(8 marks)

(Total: 25 marks)

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